

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-04 16-02-26

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
28	28	0	Pass	NA

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

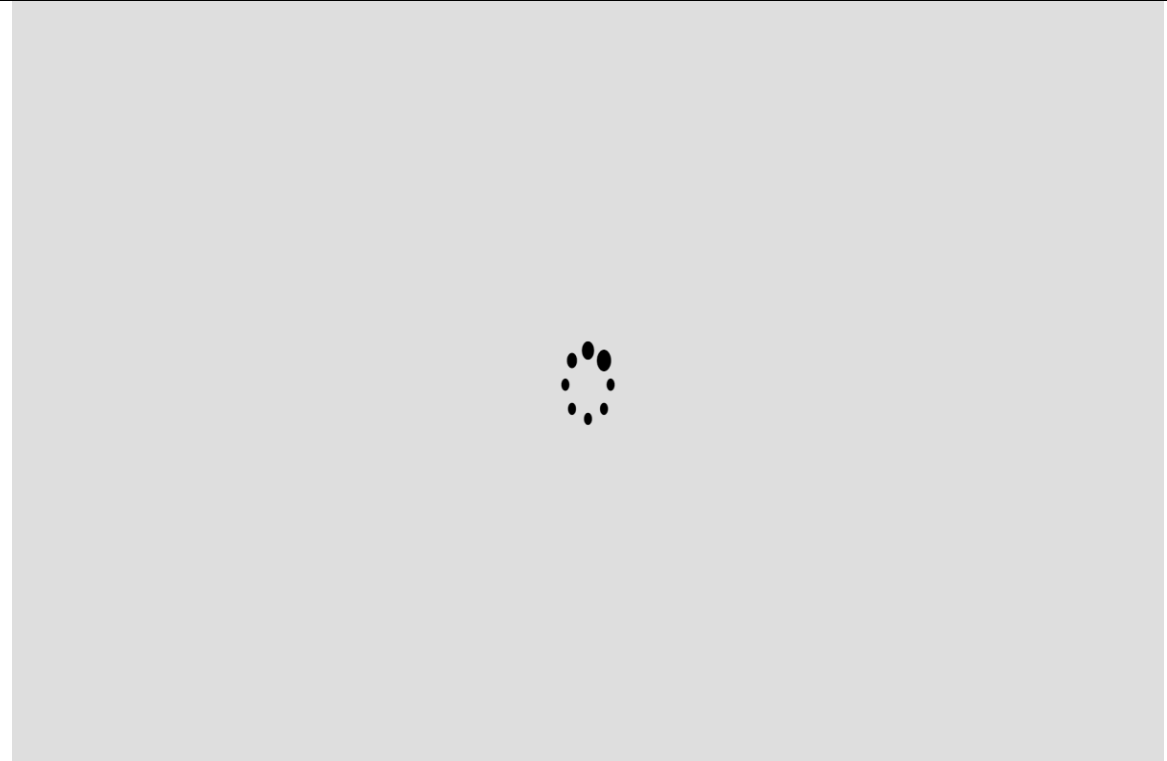
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


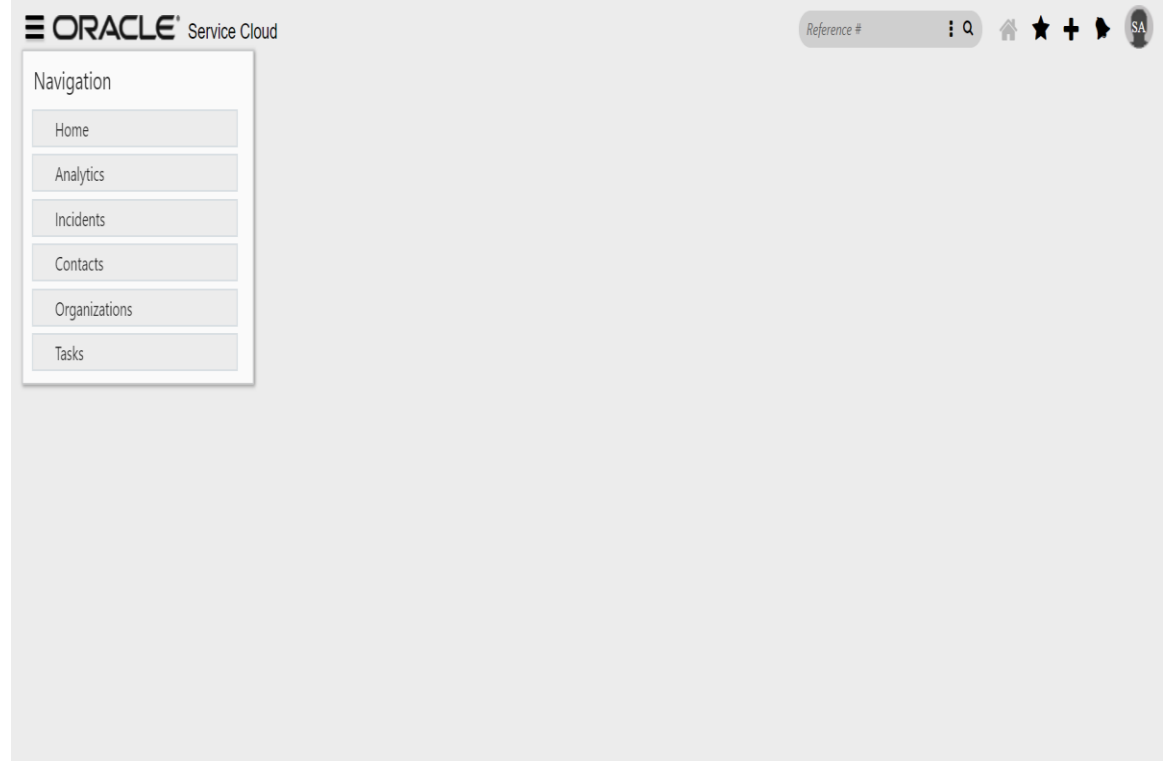
Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



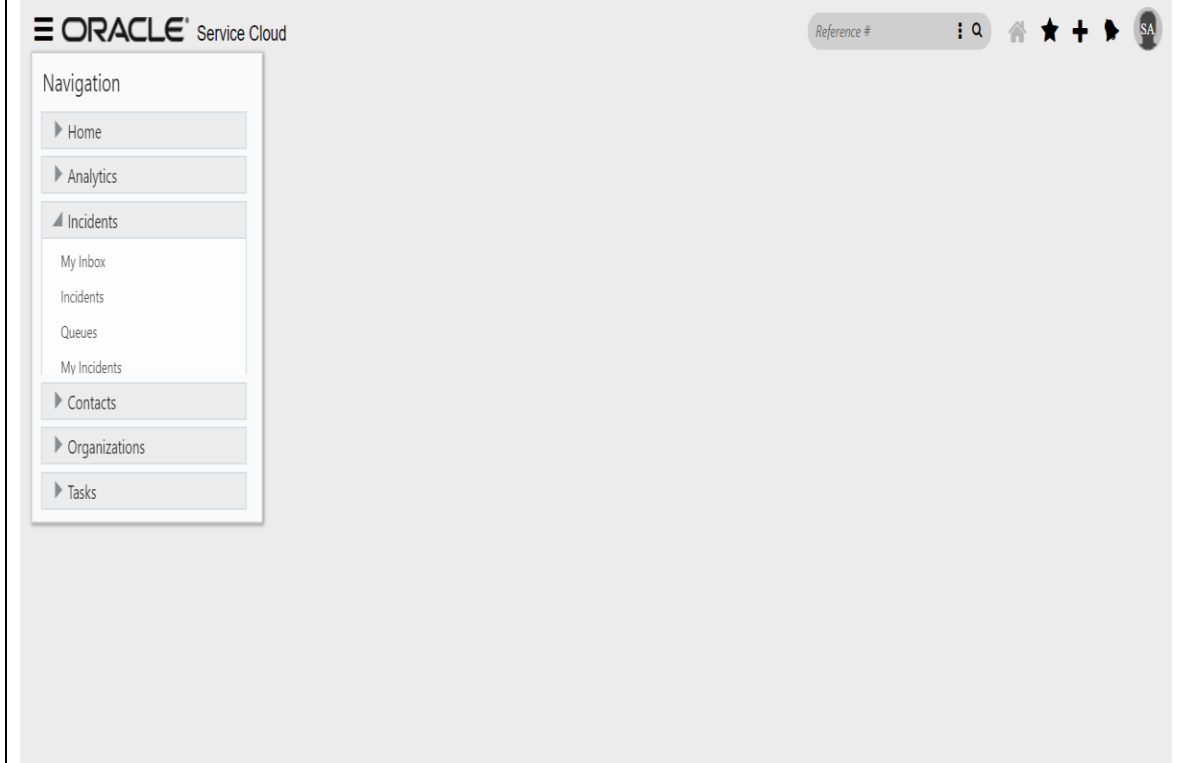
Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📄 Copy 📄 Assign 📄 Propose ✕ Delete 📖 Bookmark

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000077
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramyia Paul		04/30/2020 11:44 PM	200430-002076

992 Records

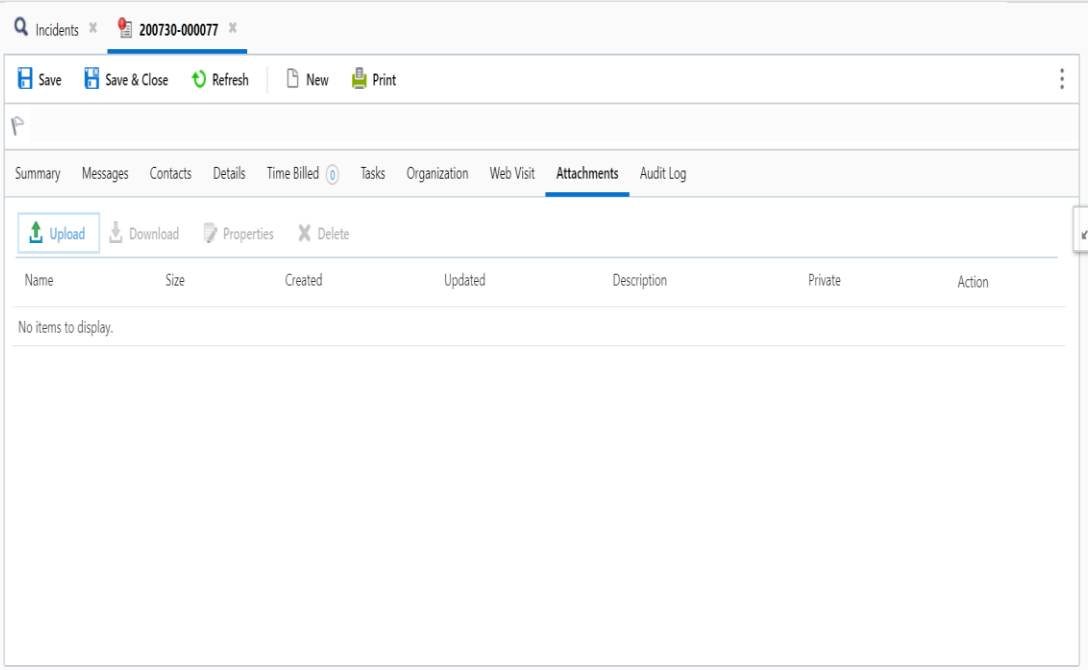
Step No:8

Step Description: ClickAttachment

Expected Result: ClickAttachment

Actual Result: The Element: null is clicked

Status: Pass



The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a breadcrumb trail shows 'Incidents' and the specific incident '200730-000077'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A navigation menu at the bottom of the toolbar lists 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments' (which is highlighted), and 'Audit Log'. Below the navigation menu, there is a sub-toolbar with 'Upload', 'Download', 'Properties', and 'Delete' buttons. A table with columns 'Name', 'Size', 'Created', 'Updated', 'Description', 'Private', and 'Action' is shown, but it contains the text 'No items to display.'.

ORACLE Service Cloud

Reference #

Incidents 200730-000077

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Upload Download Properties Delete

Name	Size	Created	Updated	Description	Private	Action
No items to display.						

Step No:9

Step Description: ClickAttachment

Expected Result: ClickAttachment

Actual Result: The Element: null is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main content area shows a breadcrumb trail: 'Incidents > 200730-000077'. Below this, a toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface is present with tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments' (which is the active tab), and 'Audit Log'. Under the 'Attachments' tab, there is a sub-toolbar with 'Upload', 'Download', 'Properties', and 'Delete' buttons. Below the sub-toolbar is a table with columns: 'Name', 'Size', 'Created', 'Updated', 'Description', 'Private', and 'Action'. The table currently contains the text 'No items to display.'

Step No:10

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 🖱️ SA

Incidents ✕

🔍 Search ↻ Refresh 🔄 Reset 📁 Open ▾ 📄 New ▾ 🖨️ Print ▾ 📄 Copy ▾ 🗑️ Assign ▾ 🏷️ Propose ✕ Delete 📌 Bookmark

Incidents

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992 Records

Sys Agent
Change Password
Help
About
Preferences
Sign Out

Step No:11

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass

 **ORACLE** Service Cloud

Reference #





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